

WHAT IS CLAIMED IS:

1. A method for processing an order from a customer relating to an item to be serviced by a servicer, the method implementable on a service computer connected to a computer network, the method comprising the steps of:
 - a) receiving order data from the customer across the computer network, the order data including information concerning the item to be serviced;
 - b) automatically generating an order confirmation message to a network address of the customer using at least a portion of the order data;
 - c) receiving update data from the servicer concerning the serviced item across the computer network; and
 - d) automatically generating an update confirmation message to the customer's network address using at least a portion of the update data.
2. The method of claim 1, further comprising the steps of:
 - e) receiving account data from the customer across the computer network; and
 - f) automatically generating an account confirmation message to the customer's network address using at least a portion of the account data.
3. The method of claim 1, wherein the step (d) comprises using at least a portion of the order data and at least a portion of the update data.
4. The method of claim 2, wherein step (b) comprises using at least a portion of the account data and at least a portion of the order data.
5. The method of claim 2, wherein step (d) comprises using at least a portion of the account data, at least a portion of the order data, and at least a portion of the update data.
6. The method of claim 1, further comprising the steps of:
 - e) receiving data from the servicer indicative of receipt of the item; and

- f). automatically generating a receipt confirmation message to the customer network address using at least a portion of the data indicative of receipt of the item.

5 7. A network based application program for processing an order from a customer relating to an item to be serviced by a servicer, the program implementable on a service computer connected to a computer network, the program comprising:

- a) a graphical user interface including
 - (i) an order input screen for allowing the customer to input order data relating to the item to be serviced through the computer network; and
 - (ii) an update input screen for allowing the servicer to input update data relating to the item to be serviced through the computer network; and
- b) an electronic mail application, wherein the application
 - (i) automatically generates an order confirmation message to a network address of the customer address in response to the inputting of order data by using at least a portion of the order data; and
 - (ii) automatically generates an update confirmation message to the customer's network address in response to the inputting of update data by using at least a portion of the update data.

20 8. The program of claim 7, wherein

- (a) the graphical user interface further includes (iii) an account input screen for allowing the customer to open an account with the servicer; and
- (b) the e-mail application further (iii) automatically generates an account confirmation message to the customer's network address in response to the inputting of account data by using at least a portion of the account data.

25 9. The program of claim 7, wherein the graphical user interface further includes a flag accessible by the servicer that is indicative of whether the item has been received by the servicer.

30

10. The program of claim 9, wherein the e-mail application further automatically generates a receipt confirmation message to the customer network address in response to accessing the flag.

5 11. The program of claim 7, wherein the order input screen contains at least one menu providing options corresponding to at least a portion of the order data.

12. The program of claim 7, wherein the update input screen contains at least one menu providing options corresponding to at least a portion of the update data.

10

13. The program of claim 8, wherein the account input screen contains at least one menu providing options corresponding to at least a portion of the account data.

14. The program of claim 8, wherein the e-mail application automatically generates
15 an order confirmation message to the customer's network address by using at least a portion of the account data and at least a portion of the order update data.

15. The program of claim 8, wherein the e-mail application automatically generates
an update confirmation message to the customer's network address by using at least a
20 portion of the account data, at least a portion of the order update data, and at least a portion of the update data.

16. A method for processing an order from a customer relating to an item to be
served by a servicer, the method implementable by an application program running on a
25 service computer connected to a computer network, the method comprising the steps of:

- (a) accessing the application program through the network by the customer to
input order data concerning the item to be serviced;
- (b) accessing the application program through the network by the servicer to
input receipt data upon receiving the item to be serviced;
- 30 (c) accessing the application program through the network by the servicer to
input update data concerning the item to be serviced; and

(d) automatically sending an electronic mail message to the customer in response to steps (a), (b), and (c) to confirm completion of those steps.

17. The method of claim 16, wherein steps (a), (b), and (c) are performed through a graphical user interface provided by the application program.

18. The method of claim 16, further comprising accessing the application through the network by the customer to input account data to allow the customer to open an account.

19. The method of claim 18, wherein the application program provides menus providing selectable options corresponding to the account data, the order data, and the update data.

20. The method of claim 16, wherein receipt data is a flag.